

Agency Council on Coordinated Transportation (ACCT)

Friday, February 6, 2004
9:30 a.m. to 12:00 p.m.
WSDOT Large Commission Board Room (1D2)
Olympia, WA

Meeting Summary

Attendance

Council Members

Allan Jones, OSPI
Glen Hallman, Citizen Representative
Bernice Robinson, Citizen Representative
Paula Hammond, WSDOT
Mike Harbour, WSTA
Marilyn Mason-Plunkett, CTAA-NW
Doug Porter, DSHS
Andrew Johnsen, OFM

WSDOT Staff

Robin Philips, ACCT Administrator
Don Chartock
Cathy Silins
Brandy Tiller

Welcome and Introductions – *Paula Hammond*

Paula Hammond, WSDOT Chief of Staff and ACCT Chair, introduced herself and the council and audience introduced themselves.

Paula reviewed the agenda and pointed out that meetings are organized around ACCT's three focus areas: Identify and Address issues, Focus on Results and Increase Advocacy.

Approval of the Meeting Notes – *Paula Hammond*

Glen moved to approve the December 2003 meeting notes as sent by email. The group seconded the motion and the meeting notes were approved.

Budget and Staff Announcements – *Cathy Silins*

Budget

Cathy directed council members to the "Monthly Status of ACCT a/o 12/31/03" and explained the data.

The CTAA contract with WSDOT has been delayed due to medical needs of the project manager. It has been reassigned to Dale Marciko and is now close to a signed contract.

Staff Announcements

Cathy welcomed Robin Phillips, the new Administrator for Coordinated Transportation. Her background info is in previous ACCT minutes and packet.

Debra Mendoza accepted a new position with Faith Trimble and FLT Consulting. Brandy Tiller accepted a new position with WSDOT in Equal Opportunity and will be leaving Friday, Feb 13, 2004. Replacements will be hired soon.

On behalf of the ACCT Council, Michael Harbour expressed appreciation to Debra and Brandy. Motion to send them a letter thanking them for their hard work and dedication was seconded and approved. (Letters were sent 2/10/04)

Identify and Address Barriers

Medicaid RFP update – Paul Meury, DSHS

Paul Meury from DSHS explained the status on the Medicaid Broker procurement process. The success of the combined transportation/interpreter services brokerage has resulted in substantial interest and DSHS has had almost 70 requests for bid packets. Also, the fact that the five-year program is expected to spend 300 million has caused increased interest.

Proposals are due 2/27/04. DSHS will take approximately three weeks to evaluate all the information submitted. Over the next few months debriefing conferences will be held. Medicaid will entertain protests if any and negotiate contracts with the expectation that there will be new contracts in place July 1, 2004.

A Council member asked if the RFP allowed a vendor to bid on a statewide contract. Paul explained that it was possible, but was not a requirement. Council members expressed concern that people in the regions have tremendous interaction between the broker and the communities they serve. If they out-sourced the brokerage to a firm outside of Washington, or even out of the United States, the relationship with the community would be impacted.

Paul emphasized that providing proper service to the client is extremely important. If there were to be a mega call-center there would have to be tremendous assurance that the quality of service was not going to suffer. Also, the RFP has substantial points attributed to vendors that have knowledge in the regions that they are bidding on in the proposal.

Paul was also asked about the program size. He responded that the Medicaid transportation is currently running approximately \$45 to \$48 million per year, and the interpretive services is an additional \$6 to \$8 million per year. The numbers will be impacted by program coverage and eligibility for services. At the current time 900,000 individuals are eligible for Medicaid.

Mason County Pilot Project – Don Chartock

Don Chartock explained that Mason Transportation Authority, Paratransit Services, WSDOT and DSHS have met to discuss the demonstration project.

Due to the fluctuation in both the number of rides and cost per ride over the past three years, it didn't make sense to do a risk-based model as was originally discussed.

There are four possibilities being considered:

1. MTA contracts directly with MAA providing transportation at a fixed cost per ride reduced by 12.5% a year.
2. MTA contracts with the broker providing transportation at a fixed cost per ride reduced by 12.5% a year.
3. MTA as a provider plus works with broker to coordinate rides through two coordinated call centers.
4. Medicaid broker provides call center services currently covered by MTA

By April 1, 2004 a project may be finalized in time to be considered within the framework of DSHS's broker contract.

Mt. Si Pilot Project – *Jim Seeks, Hopelink*

Jim Seeks gave an overview of the Mt. Si Community Shuttle, a coordinated transportation program funded with a WSDOT special needs transportation grant.

He explained that the service area in eastern Washington has limited public transportation and talked about some of the program partners including: the Mt. Si Senior Center, which has been in existence for about 30 years, United Way of King County, and Hopelink. New partners include King County Metro and City of Snoqualmie. Senior Services of Seattle/King County provide Nextel radios, to help coordinate with existing senior transportation services.

The grant began in November 2003 and, in the short time that this program has been in existence, it has been very successful. Clients call into the Mt Si Sr Center for this dial-a-ride program. There is currently one vehicle and by January there were approximately three riders per hour. The grant pays for one full-time and one part-time driver and one person as scheduler and marketer.

Robin asked what is the percentage of rides that are connecting to other services. Jim responded that they are still determining the demand and destination needs. A suggestion was made to look at the "flex plan" currently in place in Whatcom County. For example a van will deviate $\frac{3}{4}$ mile from a route to meet with a fixed route bus.

Focus on Results

Coordination Performance Measures – *Robin Phillips*

Robin Phillips announced that ACCT is hosting a Performance Measures Summit on March 24, 2004 at Hopelink. The Summit will focus on performance measures. She has found that performance measures, if well crafted, help a program focus on what the program is trying to do and help in letting other people know what you are doing. The result is some sense about how you are moving towards your goal(s) with your program activities.

Rep. Miloscia will be available for the March 24 Summit along with Mike Harbour and Marilyn Mason-Plunkett from the ACCT Council. If anyone else is interested, please contact Don.

Trip Planner Cost Benefit Analysis & Project Update — Robin Phillips

Robin Phillips gave an update on the Trip Planner project. Washington and Oregon share intercity services across the boarder as well as passengers. ODOT received \$100,000 from FHWA to evaluate the benefits of the Trip Planner in Oregon. Washington needs to think about measuring some of the same things so we can have a consistent picture across the border. The cost benefit analysis for the project identifies some baseline information we can track to quantify the benefits of using enhanced travel information (see <http://www.odot.state.or.us/its/transit.htm>, go to Project Documents to see the Oregon cost benefit analysis).

The Oregon and Washington teams have completed preliminary analysis (see project documents). The timeframe for development is as follows:

- April/May 2004 - Focus groups for user interface (basic flow diagrams)
- October 2004 - Prototype ready in fall for consumer testing.
- May-June 2005 - Implementation begins for Release 1.

As the project is gets closer to completion there is more and more demand for information services. We requested earmark funds for project implementation, to add transit to 511, and to do a specific DSHS interface designed for caseworkers. One of the benefits will be to help homeless children go to school across borders.

Increase Advocacy

Stretcher Bill – Don Chartock, Paul Meury

There was a discussion of House Bill 2883 (SB 6552), that would have permitted medically stable people who have to travel in a lying down position to travel in vehicles other than ambulances.

The bill received a hearing in the house and had a number of people testify. The majority of the people testifying were there from the ambulance industry to testify against the bill. They stated that they needed these rides to keep down costs in the rest of their system.

Representatives from DSHS, DOH and the Governors Committee on Disabilities Issues and Employment testified in favor of the bill.

Doug Porter reported that at this point it didn't look like there were enough votes in house. Andrew Johnsen said he would talk with Chairman Murray that afternoon.

United We Ride – Don Chartock

Don Chartock reported that an application was sent in. Washington was selected as one of five states to receive an award in Washington, D.C. on 2/23/04.

As part of the award, Washington was invited to send people to talk about our coordination efforts. Allen J. Jones (OSPI), Steven Wish (DSHS), and Judy Giniger will be going and will report on the trip at the next council meeting.

Web Page Remodel – Robin Phillips

We are making changes to web site including adding ACCTion Bulletins, refreshing the information, and making the site easier to navigate. The week before each meeting, we will publish ACCT meeting agendas and handouts on the ACCT web site. We will send

members an email message with a link to the information and will send Glen a hard copy of materials with his parking pass.

Reports from the Council and Audience Comments

Reports from Council Members

Andrew Johnsen– will see what he can do to try to save the Stretcher Bill.

Audience Comments

Park Woodworth – thanked council for work done. Discussed the DSHS Call Center and major benefits to being local versus multi-state. Mentioned the bi-state trip planner. Next few years look at what is local and what can be taken to multi-state level. Robin will watch for ways to work with local and regional dispatchers and to provide support.

Next Meeting

The next Council meeting will be Friday, April 2, 2004 at the Washington State Department of Transportation building at 310 Maple Park, Olympia, WA.